



## Refund Policy

August 2025

**Center for Employment and Inclusion**  
Training Cancellation and Refund Policy  
Effective July 1, 2025

### **Cancellation and Refund Policy**

We understand that plans sometimes change. This policy is in place to ensure effective planning for all participants, trainers, and program staff. Our training sessions and events often have limited space, and some include a waitlist. Timely cancellations allow us to offer available seats to others. Additionally, our trainers and facilitators invest considerable time in preparation, and an accurate participant count helps us deliver high-quality, interactive learning experiences. We appreciate your cooperation and understanding.

### **Cancellations and Refunds**

- *Full Refund:* Cancellation requests received seven (7) or more days before the start of the session/event/course will receive a full refund.
- *Partial Refund:* Cancellation requests received six (6) days or fewer before the start of the session/event/course will receive a 50% refund.
- *No Refund:* Cancellations made on or after the start date of the session/event/course are not eligible for a refund, except in cases of verified emergency (see below).

### **Illness and Emergency Exception**

- If a registrant is feeling unwell, we ask that they do not attend in person. To be eligible for a full refund due to illness or emergency exception:
  - The registrant must notify the contact listed in the event confirmation as soon as possible.
  - Registrants who notify us within 24 hours after the training begins due to illness or emergency will receive a full refund.
  - If no notification is received within that 24-hour window, the absence will be treated as a no-show, and no refund will be issued.

### **Transfers and Substitutions**

- **Participant Transfers:** Registration fees are transferable to another person or another scheduled session.
  - All transfers must be completed at least two (2) business days prior to the start of the original course.
  - Transfers are not permitted after a course has begun.